

CATHOLIC CHARITIES BUREAU, INC.

EMPLOYEE HANDBOOK



*Updated
2015*

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Introduction

1.01 Letter of Welcome

Dear Employee of CCB,

I would like to take this opportunity to share with you a copy of our new employee handbook.

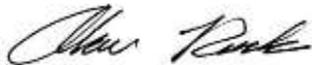
The Employee Handbook is designed to provide guidance to you during the course of your employment with Catholic Charities Bureau. You'll note that, in the Handbook, references are made to supervisors and the Executive Director as resources in obtaining additional information regarding the expectations and policies of CCB. While the handbook is not a contract, it does serve as a document that outlines our policies that affect your employment with the agency. These policies are subject to change by the Board of Directors. If you have questions regarding the handbook, please feel free to contact your supervisor and/or myself to receive clarifications about any questions that you might have.

Catholic Charities Bureau has a long tradition of serving people in northern Wisconsin in a manner that expresses both compassion and competence in addressing their needs. We trace our origin back to 1917 with the founding of St. Joseph's Orphanage Home and have been providing services through a myriad of programs throughout the Diocese for nearly 100 years. The mission of Catholic Charities expresses our interest in collaborating with all people of good will to alleviate human suffering, by sponsoring direct service programs for families in poverty, the disabled, the elderly, and children with special needs. We are especially pleased that you have dedicated your talents and energies to assist us in creating an environment of human dignity based on mutual respect, understanding, and trust.

You'll note the enclosed Handbook identifies the Mission and Philosophy of Catholic Charities Bureau and our Code of Ethics. The Mission essentially identifies the reason we exist and the Philosophy and Code of Ethics suggest guidelines for our interactions with one another in carrying out our Mission.

I trust you will enjoy and be challenged by your involvement with our organization and we look forward to a long and satisfying association with you.

Sincerely,



Alan Rock
Executive Director
Catholic Charities Bureau, Inc.

1.02 **Mission Statement**

Under the pastoral leadership of our Diocesan Bishop, to carry on the redeeming work of our Lord by reflecting gospel values and the moral teachings of the church.

To meet the critical needs and issues of our society through the use of our gifts and resources, by mobilizing the Christian community in partnership with private and public enterprise.

To collaborate with all people of goodwill to alleviate human suffering, by sponsoring direct service programs for the poor, the disadvantaged, the disabled, the elderly, and children with special needs.

To create an environment of human dignity based on mutual respect, understanding, and trust. We profess the dignity of each person as a creation of God. This truth becomes the foundation of our great respect and love for each individual.

To translate our mission and vision into goals, commitments, and action.

1.03 **Philosophy of Service**

Catholic Charities Bureau, Inc. (CCB) has since 1917 been providing services to the poor and disadvantaged as an expression of the social ministry of the Catholic Church in the Diocese of Superior, Wisconsin.

The purpose of CCB is to be an effective sign of the charity of Christ. To this end CCB:

1. Provides services that are significant in quantity and quality.
2. Assures an Ecumenical orientation exists in that no distinction is made by race, sex, or religion in reference to clients served, staff employed, volunteers assigned, and the appointment of board members.
3. Avoids unnecessary duplication of services already adequately provided by governmental or public organizations and other private social service agencies.

1.04 **Professional Code of Ethics**

Catholic Charities Bureau – Diocese of Superior

Preamble

The purpose of the Code of Ethics is to set forth expectations for CCB board members, volunteers, administrators and staff members regarding how we are to conduct our transactions with one another and the people we serve. CCB will in its activities and actions reflect gospel values and will be consistent with its mission and the mission of the Diocese of Superior.

Code I:

We will support the sanctity and dignity of human life and recognize the central role of the family in our society. We will respect and protect the dignity of the individual.

Code II:

We will give first consideration in the provision of our service to assist those members of our community who are most vulnerable and least able to help themselves.

Code III:

We will practice the virtues of charity and justice in our relationships with one another and with the people we serve as well as in our dealings with the community at large.

Code IV:

We will utilize our personal talents, training and experience for the benefit of enriching the lives of the people we serve.

Code V:

We will respect and conform to civil law and its governance. We will also seek to peacefully change those civil practices that adversely affect the well-being of the people we serve.

Code VI:

We will as faithful stewards assure organizational integrity by exercising prudent judgment in the utilization of the resources that are entrusted to us.

Code VII:

We will engage in activities that promote the well being of the organization and avoid participation in actions that are intended to serve personal or private interests.

Code VIII:

We will guarantee confidentiality as a living principle within the organization and establish policies and procedures to protect the interests of the people we serve, our governing boards and our personnel.

Code IX:

We will expect all persons affiliated with CCB to conduct themselves in a professional manner that brings credibility to the organization.

Code X:

We will collaborate with individuals, groups and other people of good will to achieve the fullest measure of charity and justice and strive to meet the highest standards of program excellence.

1.05 **Organization History**

The history of our organization is located in the appendix of the Employee Handbook

1.06 **General purpose of this Employee Handbook**

- To describe clearly the specific conditions of employment which are understood by both employer and employee.
- To ensure consistent personnel practices designed to utilize most effectively the human resources of CCB in the achievement of its goals and mission.

This handbook is not intended to be a contract. CCB may amend, modify, add to, eliminate, or otherwise change this handbook. This handbook is not intended to be all-inclusive. Unanticipated situations may arise that require actions not stated in the handbook.

EMPLOYMENT

2.01 Equal Employment Opportunity and Affirmative Action Policy Statement

Catholic Charities is an equal opportunity employer and prohibits discrimination against applicants and employees on the basis of any legally protected status.

This policy applies to all employment actions including hiring, transfers, promotions, demotions, compensation and benefits administration, participation in agency-sponsored training, education and social programs, layoffs, recalls and termination of employment.

Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.02 At Will Statement

The employment relationship, which exists between CCB and each of its employees, is **employment-at-will**. Under this relationship, any employee is free to end his or her employment with CCB at any time for any reason with or without advance notice. CCB may, at any time, decide to end an individual's employment, with or without cause or prior notice, and at its sole discretion.

2.03 Background Checks

Depending upon the employee's program assignment, the employee may be required to undergo fingerprinting and authorize Catholic Charities to conduct a review of criminal history. Catholic Charities Bureau will conduct background searches and will refrain from employing or assigning individuals who do not meet the requirements. A copy of the Background Information Disclosure Form, the search results from the Department of Justice, Department of Health and Family Services, and Department of Regulation and Licensing; as well as any state records, tribal court proceedings and military status records will be kept on file at Catholic Charities Bureau main office.

The employee is required to inform his or her supervisor of any charges, arrests, or convictions as provided in the standards above within 5 working days after incurred, during time of employment. Failure to report within 5 days may result in disciplinary action. The employee may be required to authorize Catholic Charities to conduct a criminal history review as a condition of continued employment, regardless of whether Catholic Charities has previously reviewed the employee's background. The supervisor will inform an employee if a background check is required as a condition of the assignment.

2.04 Employment Classification

CCB will maintain written job descriptions for all employment positions which will contain the duties, essential functions of the position, qualifications, responsibilities, and attributes for the position, the immediate supervisor of the position, the signatures of the employee and the employment classification for the position.

Classification Definitions:

Regular employees are those employees who successfully complete the introductory period.

Full-Time – Full-time employees are regularly scheduled to work at least thirty-six (36) hours per week. Full-time employees are eligible for benefits as set forth in our benefit summary.

Part-Time With Benefits – Part-time with benefits employees are regularly scheduled to work at least twenty (20) hours per week but less than thirty-six (36) hours per week. Part-time with benefits employees are eligible for sick, personal, holiday, funeral and paid vacation time on a pro-rated basis according to the number of hours regularly assigned.

Part-Time Without Benefits – Part-time without benefits employees are regularly scheduled to work less than twenty (20) hours per week. Part-time without benefits employees receive statutorily required benefits only. Part-time employees are not eligible for Catholic Charities-provided benefits (e.g. health insurance, life insurance, paid vacation, etc.)

Limited Term, Seasonal, and Variable hour – These employees perform a function with a predetermined start and end date. These individuals receive statutorily required benefits only.

An **exempt** employee is one who performs duties that are not subject to the overtime requirements of the Federal Fair Labor Standards Act.

A **non-exempt** employee is one who performs duties that are subject to the overtime requirements of the Federal Fair Labor Standards Act.

Using the test mandated in the Fair Labor Standards Act, each position will be classified as exempt or non-exempt.

2.05 **Introductory Period**

The first ninety (90) days of employment at Catholic Charities are considered an introductory period. The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Catholic Charities will also utilize this time to evaluate the employee's ability, work habits, performance, and overall suitability for the job. If Catholic Charities determines that the designated introductory period does not allow sufficient time to evaluate the employee's performance, the introductory period may be extended. Upon satisfactory completion of the introductory period, the new employee will become a regular employee.

2.06 **Training**

During the course of employment employees may be required to attend workshops and in-service training sessions designed to provide employees with the skills necessary for the continuing development of their abilities and knowledge base. Employees attending such training may be asked to provide a written report or share the information received.

2.07 **Attendance and Punctuality**

Regular attendance during all scheduled hours of work, reporting for work on time and continuing to work to the end of the workday or work week, as necessary, is expected of every employee.

If an employee finds it necessary to be tardy or absent from work due to illness, accident, emergency, or any other reason, that employee must contact and speak with his or her supervisor as soon as possible. If the employee is not able to reach his or her supervisor or the program director the employee should then speak to the Executive Director.

Any employee absent without notification for three (3) consecutive workdays will be considered to have voluntarily resigned.

Attendance is part of the employee's total work record. Unauthorized absence, excessive absence, a pattern of absence, habitual absence, lateness, early departures, failure to follow the notice procedure

set forth above, and abuses of lunch or break times will be subject to disciplinary action, up to and including termination.

2.08 **Work Schedule and Breaks**

The central office of CCB is open for business: Monday - Thursday 7:30 a.m. to 12:00 and 12:30 to 5:00 p.m.

In accordance with departmental needs immediate supervisors have discretion to determine employee work hours.

Rest break: employees may be scheduled one paid 15-minute work break during each continuous four hours of work.

2.09 **Leaving the Premises During Hours of Business Operation:**

Employees leaving the premises will inform the receptionist of the time of their departure, their expected return time, and the how they may be reached. Employees working at other locations should allow for similar communication within that organization.

2.10 **Overtime**

Catholic Charities complies with federal and state wage and hour laws concerning the payment of wages and overtime.

Non-exempt employees who work over forty (40) hours in a work week will receive overtime pay for all hours worked in excess of forty (40) hours.

For non-exempt employees, all overtime hours must be approved in advance by the *employee's supervisor or a member of management from within the department. Abuse of overtime will be subject to disciplinary action.*

Overtime pay is calculated on a weekly basis. Actual hours worked on the job are used when calculating overtime pay. Paid absences, including vacation, holiday, sick, funeral and jury duty are not counted as hours worked when calculating overtime pay.

2.11 **Performance Evaluation**

The performance evaluation program is designed to provide a basis for better understanding between an employee and his or her supervisor with respect to the employee's job performance, potential and professional development. *New employees will generally receive a performance evaluation at the end of the introductory period.*

2.12 **Disciplinary Procedure**

Should the employee's performance, work habits, overall attitude, conduct, attendance, productivity, and/or demeanor become unsatisfactory in the judgment of Catholic Charities Bureau management the employee will be subject to disciplinary action up to and including dismissal in accordance with the application and enforcement of policies and procedures. Because employees are among the organization's most valuable resources, CCB will work to correct unacceptable behavior and performance with clear communication and definition of expectations. The normal procedure for this disciplinary process is as follows:

Step One: Verbal Warning, and discussion of needed change, which will be documented for documentation purposes only.

- Step Two:** Written Warning
Step Three: Suspension without pay
Step Four: Termination

Management reserves the right to bypass any or all of the above steps.

2.13 **Dispute Resolution Procedure:**

Catholic Charities rules and practices are designated to benefit both employees and the agency. Program Supervisors and Directors are responsible for applying and enforcing policies and procedures. Employees who believe that they have been treated unfairly may challenge a decision through the agency's dispute resolution procedure.

The dispute resolution procedure will consist of a three step procedure as outlined below. Employees will have ten working days in which to appeal a decision from one step to the next. Similarly, a decision at each step of the process must be rendered within ten working days.

Step One: Employees should discuss the problem or concerns with their immediate supervisor. If the complaint directly concerns the supervisor, the employee may initiate the process at the second step.

Step Two: If meeting with the supervisor does not settle the complaint(s), employees may pursue the matter with the Program Director. If the Program Director is the immediate supervisor the employee shall go directly to step three.

Step Three: In the event the meeting with the Program Director fails to resolve the situation, the employee may appeal to the Executive Director.

This procedure should not be construed as preventing, limiting or delaying Catholic Charities from taking disciplinary action against any individual up to and including termination, in circumstances such as those involving problems of overall performance, attitude, or demeanor where the agency deems disciplinary action appropriate.

2.14 **Morals and Ethics Assurance**

All employees, volunteers, and those acting on behalf of CCB and its programs or activities (hereinafter collectively "persons") are to respect the dignity of the individuals entrusted to the organization. With respect to these individuals such persons shall not engage in any abusive acts that may cause potential or actual physical, mental, emotional harm or injury, or intentionally deprives a person of his/her rights. Additionally, persons shall not engage in:

- Corporal punishment or any other form of physical abuse.
- Sexual harassment, abuse, or exploitation.

More specific information is referenced in the Morals and Ethics Assurance Statement that each employee is required to sign.

2.15 **Safety, Incident and Accident**

Safety: To assure a safe and healthy work environment CCB will monitor and enforce statutes and regulations relating to the work site. A Safety Committee meets periodically to monitor the safety concerns of our employees and to intervene in situations found to compromise the safety of the work environment. The Safety Committee will routinely examine procedures governing, but not limited to, the following areas of concern:

- Hazardous products and materials
- Blood spill and blood borne pathogen

- Fire safety and building evacuation
- Other emergency and dangerous weather evacuation and shelter procedures
- Exit safety issues
- Reporting and recording of injuries and employment related illness

Incident/Accident Policy:

An incident is an occurrence that is inconsistent with the routine operation of CCB. An accident is an unexpected or unforeseen event usually resulting in personal injury, and requires reporting.

Should there be an accident, the report form, found in the appendix, must be completed and forwarded to the immediate supervisor within 24 hours of the occurrence. Employees must report all job-related accidents and injuries to their immediate supervisor if it is reportable and recordable.

Reports are to be investigated by the immediate supervisor and corrective measures instituted when applicable.

2.16 Inter-Agency Transfers of Employment

An employee from an affiliated CCB program hired by CCB will retain his/her original date of employment for determining his/her fringe benefit schedule.

EMPLOYEE CONDUCT

3.01 Related Persons Working for CCB

It is the policy of CCB to avoid bringing family relationships into the workplace whenever possible. Occasions may arise when more than one family member may be employed by this organization. Exceptions may be made on certain circumstances that will be at the discretion of management personnel. The following policies will govern these situations:

- No supervisory staff or manager will be allowed to hire an immediate family relative.
- When related persons work for CCB one relative may not supervise another relative.
- Related persons will not be involved in evaluating each other's job performance or in making recommendations for salary adjustments, promotions, or other actions, which directly impact budgets.

3.02 Attire and Appearance

All employees are expected to maintain a personal appearance that is neat, professional and in concert with Catholic Charities' image and the employee's position and job duties. Specific requirements may vary with respect to different assignments and/or programs, and should be discussed with the employee's supervisor. Generally, employees who work in an office setting are expected to wear business attire while at work.

Some job positions require uniforms, which if applicable, will be provided to the employee and must be worn by the employee during all working hours.

3.03 Harassment

It is Catholic Charities' policy to promote a productive work environment and not to tolerate verbal or physical conduct by any employee that harasses or interferes with another's work performance or that creates an intimidating, offensive or hostile environment.

All employees are expected to maintain a productive work environment that is free from harassing or disruptive activity. No form of harassment will be tolerated.

Supervisory personnel have a responsibility to keep the workplace free of any form of harassment and, in particular, sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
- Such conduct has the purpose or effect of creating an intimidating, hostile or offensive work environment.

No employee is to threaten or insinuate, either explicitly or implicitly, that another employee's refusal or willingness to submit to sexual advances will affect the employee's terms or conditions of employment. Other sexually harassing or offensive conduct in the workplace is prohibited. This conduct includes:

- Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances or propositions;
- Verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references;
- Demeaning, insulting, intimidating, or sexually suggestive comments;

- The open display in the workplace of demeaning, insulting, intimidating, or sexually suggestive object, pictures, photograph or electronically transmitted messages.

Any of the above conduct, or other offensive conduct directed at an individual because of their legally protected status is prohibited.

Any employee who believes that he or she has been a victim of harassment, or who believes that the actions of another employee or non-employee constitute unwelcome harassment, has a responsibility to immediately notify any supervisor in the organization. Any supervisor who becomes aware of possible harassment should immediately notify the Executive Director or his delegate. Complaints of harassment will be investigated in a prompt and thorough manner and such investigation shall be conducted as confidentially as possible under the circumstances. At the sole discretion of Catholic Charities, employees are subject to suspension pending the results of investigation.

Any person(s) found, after investigation, to have engaged in harassment, will be subject to disciplinary action, up to and including termination. Retaliation against an employee who in good faith makes a complaint of harassment will not be tolerated and will itself be subject to disciplinary action up to and including termination.

Any employee found to have made a bad faith, false complaint under this policy may be subject to disciplinary action up to and including termination of employment.
(See *Procedure to File and Investigate Harassment* in appendix)

3.04 **Rules of Conduct**

In order to operate efficiently and provide a safe work environment, Catholic Charities has adopted the following rules of conduct. In all instances, Catholic Charities employees shall conduct themselves in a professional and ethical manner to fellow workers, supervisors, clients, volunteers, and the general public.

The following list is not all-inclusive but, rather, is intended to illustrate types of conduct that are unacceptable. Engaging in conduct that is inconsistent with these examples will be considered on a case-by-case basis. Disciplinary action will be determined by the agency and may range from verbal warning to immediate termination, depending upon the circumstance, and prior record of disciplinary action. At the sole discretion of Catholic Charities, employees may be subject to a suspension pending the results of any investigation into potential misconduct. Examples include:

- Insubordination.
- Violation of any rule or policy.
- Absence without proper notice.
- Leaving work for personal reasons during work hours without informing one's Supervisor or the receptionist.
- Careless or poor work performance.
- Abuse, misuse or deliberate destruction of agency property, equipment or vehicles.
- Reporting to work under the influence of alcohol or other drugs.
- Possession, sale, consumption, or delivery of intoxicants or illegal drugs while on Catholic Charities or client premises on Catholic Charities business, or in Catholic Charities vehicles.
- Dishonesty, including falsification of application, personnel records, time reports, expense reports or other records.
- Theft or misappropriation of agency property.

- Physical, written, verbal or sexual harassment of employees, clients or volunteers.
- Excessive taking of breaks, absenteeism and/or tardiness.
- Failure to adhere to the Code of Ethics or report compliance issues or violations.
- Failure to respect Catholic Charities' philosophies in carrying out job responsibilities.
- Any other actions that compromise the public image of Catholic Charities.

3.05 **Confidentiality**

The protection of confidential information is essential to Catholic Charities' business. For purposes of this section, "confidential information" means any and all sensitive or confidential information relating to Catholic Charities, its affiliates, and, most importantly, the individuals being served by Catholic Charities, including, but not limited to, information of a commercial nature (e.g., Catholic Charities' financial information) and information of a private nature (e.g., clients' medical or personal information, including the identity of and treatments being provided to individual's being served by Catholic Charities), disclosed to or known by the employee as a consequence of or through one's employment with Catholic Charities (including information conceived, originated, discovered or developed by the employee), which information is not otherwise generally known in the profession or is public knowledge.

Employees may not disclose, release, or make available without authorization from management any confidential information to any person, inside or outside the agency. Employees are also expected to continue to keep confidential information confidential after leaving employment with Catholic Charities. In addition to any civil liability, employees who disclose confidential information will be subject to disciplinary action up to and including termination of employment.

3.06 **Employee Relations with Clients**

The following guidelines have been established to assist employees in relating with clients. **Failure to comply with any one of these guidelines will be considered a serious offense and will result in disciplinary action, up to and including termination of employment.**

- Clients should be treated with courtesy, dignity and respect.
- Employees shall not verbally or physically abuse clients or otherwise mistreat them.
- Employees are required to immediately report any known or suspected abusive behavior involving a client.
- Employees may not enter into any relationship with a client outside of the responsibilities of the job assignment. Specifically, employees are prohibited from entering into a personal, business, social, romantic, or sexual relationship with clients.
- Employees may not borrow or take clients' property for their personal use.
- Employees may not sell personal property or commercial goods to clients.
- Employees should refrain from discussing their personal issues or problems with clients.

3.07 **Tobacco and Smoke Free Workplace**

In consideration of the needs and concerns of all employees and in compliance with state laws, the use of all tobacco products, including but not limited to, cigarettes, cigars and chewing tobacco as well as clove cigarettes or similar non-tobacco smoking products, is prohibited throughout Catholic Charities' premises, except in designated outdoor areas.

3.08 **Whistleblower Procedure**

CCB's Code of Ethics and Conduct ("Code") requires directors, officers and employees to adhere to high standards of business and personal ethics in the conduct of their duties and responsibilities. As

employees and representatives of the organization, everyone must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all directors, officers and employees to comply with the Code of Ethics and Conduct (Code) and to report violations or suspected violations in accordance with this Whistleblower Policy.

No Retaliation

No director, officer or employee who in good faith reports a violation of the Code shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the organization prior to seeking resolution outside the organization.

Reporting Violations

This plan suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is the best position to address an area of concern. However, if the employee is not comfortable speaking with his or her supervisor or is not satisfied with the supervisor's response, the employee is encouraged to speak with the Executive Director or his designee or anyone in management with whom the employee is comfortable in approaching. Supervisors and managers are required to report suspected violations of the Code of Conduct to the Executive Director or his designee, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when the employee is not satisfied or is uncomfortable in following the organization's open door policy, the employee should contact the Executive Director directly.

The organization's Compliance Officer is the Executive Director and is responsible for investigating and resolving all reported complaints and allegations concerning violations of the code and, at his discretion, shall advise the Finance and Personnel Committee. The Executive Director has direct access to the Finance and Personnel Committee of the board of directors and is required to report to the committee at least annually on compliance activity. .

Accounting and Auditing Matters

The Finance and Personnel Committee of the board of directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Compliance Officer shall immediately notify the Finance and Personnel Committee of any such complaints and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Compliance Officer will acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

COMPENSATION AND BENEFITS

4.01 Compensation Plan

CCB will maintain a compensation plan that is reviewed and updated periodically by the Board of Directors.

Employee job performance, market conditions, and CCB's financial position will influence wage adjustments.

4.02 Payroll Disbursement and Deductions

Payroll is disbursed bi-weekly on alternate Fridays. Payment is typically required to be directly deposited in the financial institution of the employee's choice. Should the employee present extenuating circumstances that preclude direct deposit of the employee's payroll the employer will give consideration to the provision of alternative payroll disbursement. Employees may make individual decisions regarding voluntary deductions as defined in the benefit options. Mandatory withholdings include Federal, State, Social Security, and Medicare taxes unless the employee meets the exemption conditions listed on IRS form W-4. Other deductions may include those that are court or government ordered.

4.03 Health Insurance Coverage

All employees who work at least 30 hours per week on a regularly scheduled basis are eligible to participate in the CCB insurance plan. Exceptions to eligibility are production workers, limited term, variable, or seasonal employees, and persons who are placed in employment through a sponsored program.

Full-time employees qualify for medical insurance. Benefit eligibility for those qualified will begin the first day of the month following thirty (30) days of full-time employment. The degree of insurance coverage may change. The employee's portion of the premium cost and all other costs associated with this coverage may change.

An employee or covered dependent may request continued coverage at their expense, if coverage ends due to any qualifying event listed in the plan book. The employee or dependent must be covered under the plan before the qualifying event in order to continue coverage. Coverage may continue for 18 months and may be extended in qualifying situations. In all cases, continuation ends if the group plan ends or required charges are not paid when due.

Participation in the health insurance plan requires an employee contribution. The current contribution required is 25% and is subject to change. With approval of immediate supervisor or Executive Director, employees may request an approved payment in lieu of participating in paid medical or dental insurance.

4.04 Dental Insurance Coverage

Dental Insurance is available to full and part-time employees who are scheduled to work at least 20 hours per week. Other provisions and requirements of participating in the Dental Plan are similar to that of the Health Plan described in 4.03 above.

4.05 Life Insurance Coverage

CCB provides a base level of life insurance for full-time employees. CCB pays the entire premium cost for this insurance.

4.06 Defined Contribution Retirement Plan (403b)

Full-time employees of CCB are eligible for employer tax-sheltered contributions on behalf of the employee commencing after 24 months of full-time employment based on longevity of service and amount of earnings. Both full-time and part-time employees may contribute to the 403b plan upon hire. Contributions are made on a pre-tax basis through payroll deduction.

Years of Service		Employer's Contribution
At Least:	But not more than:	As a % of Gross Wage Compensation
-	2 years	0%
2 years	4 years	3%
4 years	6 years	5%
6 years	8 years	7%
8 years or more		9%

4.07 Flexible Benefit Cafeteria Plan

CCB allows employees, working 20 hours per week or more, to save pre-tax dollars through payroll deductions for out-of-pocket medical expenses and/or dependent care services. This policy does not apply to limited term employees. Procedures and specific provisions for completing enrollment in the Section 125 Plan may be obtained from the payroll department. Any deductions for insurance premiums will automatically be paid through the Section 125 Plan.

4.08 Workers Compensation Insurance

Catholic Charities carries a Workers' Compensation Insurance Policy which covers all employees in the event that they are injured while on the job. Catholic Charities pays the entire premium cost for this insurance.

Under this insurance, an employee who is injured while on the job is eligible to receive payments for medical expenses and loss of earnings, up to limits specified by law.

For all on-the-job injuries or accidents, even if minor, an Incident Report must be filed with Human Resources and notification of the injury or accident must be provided to the employee's Supervisor as soon as possible and no later than twenty-four (24) hours after the injury or accident. Failure to receive medical treatment in a timely manner may result in serious complications and also may jeopardize the employee's eligibility for workers' compensation benefits.

4.09 Social Security

All employees are covered by Social Security, a federal program known officially as the Federal Insurance Contributions Act (FICA). Social Security is an important benefit which provides death, disability and retirement benefits. It also provides health insurance to the elderly and disabled. The cost of this coverage, by law, is divided between the employee and the agency. Contribution rates, eligibility, and level of benefits are subject to changes mandated by law.

4.10 Unemployment Compensation

All employees are covered by the State of Wisconsin Unemployment Compensation Program. Determination of eligibility and benefits are based on the specific provisions of the program. Generally, benefits are available in the event of lay-off or involuntary reduction of work hours.

4.11 Long Term Disability Insurance

Full-time employees are insured in the event of incapacity to work due to injury or sickness. The plan pays up to 60% of the employee's salary following 90 days of first becoming disabled. The plan is employee paid through payroll deduction. Specifics of the plan are available through the employee's supervisor.

4.12 **Additional Life Insurance**

Full-time employees may opt to purchase additional life insurance through payroll deduction. Insurance is also available to the employee's spouse and children. Specifics of the plan are available through the employee's supervisor.

TIME AWAY FROM WORK

5.01 Leave of Absence

Personal leaves of absence for reasons other than those specifically described in this section may be granted at the discretion of the supervisor or Executive Director. The employee must submit a written request for leave of absence. Permission, when granted, shall be in writing and a copy will be placed in the employee's file. An employee on approved leave shall not accrue benefits during a leave of absence. Health insurance may be continued while on leave of absence by submitting the premium cost to CCB. Such leave will be limited to a specific period of time as approved by the supervisor or Executive Director. In the event an employee cannot resume work at the scheduled time, the employee's supervisor will be notified immediately. Failure to return will be considered voluntary resignation of employment. Request for additional leave must be made in writing prior to the initial leave being completed.

5.02 Vacation Pay

A full-time employee is entitled to accumulate paid vacation days according to the following schedule.

Number of months employed	Rate of Accumulation
0-24 months	6 hrs/mo. or 72 hrs / per year
25-48 months	9 hrs/mo. or 108 hrs / per year
49 months and over	12 hrs/mo. or 144 hrs / per year

- Paid vacation hours will accumulate at the above rates commencing with the employee's date of hire.
- Paid vacation hours may accumulate to a maximum of 216 hours (6 weeks) at which point further accumulation will stop until all or a portion of the vacation days are used and available hours are again below 216.

Vacation requests should be submitted and approved/denied at least one week in advance of the dates requested. Vacation may be granted on shorter notice at the supervisor's discretion. Vacations will be scheduled in consideration of the needs of the workplace.

At the time of hire, highly qualified individuals may accumulate vacation at an accelerated rate up to 12 hrs per month as approved by the Executive Director.

If a Full Time employee incurs an unplanned financial hardship, the employee may request an earned vacation distribution. The amount of distribution under a hardship claim may be up to one half of the hours accrued with a maximum one-time use of up to 120 hours in a one year period. The Executive Director or his designee is authorized to approve all hardship distributions.

Financial hardship definition: extraordinary set of events which has directly impacted the employee.

5.03 Personal Leave Days

All full-time employees receive three paid personal leave days (27 hours) per calendar year. Requests shall be made on the Absence Request form and presented for prior approval to the supervisor. Personal leave must be used in the year it is given.

5.04 **Sick Leave**

Full-time staff will receive paid sick leave at a rate of one day (9 hours) per calendar month of employment. This leave is to be used primarily for the employee's own illness and medical appointments but can, with the approval of the supervisor, be used for the illness of an immediate family member. An immediate family member is defined as the spouse, dependent children and parents of the employee. Unused portions of sick leave accrue to a maximum of 90 days (810 hrs).

Whenever an employee undergoes an extended illness or has frequent absences due to illness, a physician's statement may be requested before an absence is authorized. Family Medical Leave will also be utilized as appropriate.

An Employee Absence Request Form must be requested and approved by the supervisor to receive sick pay.

5.05 **Holidays**

The following days will be observed as official holidays; if they occur on a regularly scheduled work day:

New Year's Day	Thanksgiving Day
Memorial Day	Christmas Eve Day
July 4th	Christmas Day
Labor Day	New Year's Eve Day (half day)

5.06 **Family and Medical Leave**

CCB employees may be eligible for Family and Medical leave with certain benefits and job protection for the birth or adoption of a child, or serious health condition of their spouse, child, parent or themselves in accordance with the Federal Family and Medical Leave Act (FMLA) and the Wisconsin Family Leave Act. Important aspects of these rights and obligations under the federal law are outlined in the FMLA procedure. An employee who has worked for Catholic Charities Bureau at least twelve continuous months and who has worked at least 1,250 hours during the 12 month period preceding the leave could be eligible for Family Medical Leave.

5.07 **Funeral Leave**

A maximum of three (3) paid days are allowed for funeral of parents, spouse, children (including step or foster), siblings, grandparents, parent-in-law, brothers and sisters-in-law, nephews, nieces, aunts and uncles.

5.08 **Vote Time**

Employees are entitled to up to three (3) hours leave to vote. The employee must request leave before Election Day. Pay can be deducted for time lost. Catholic Charities Bureau reserves the right to set the time for leave to vote. Catholic Charities Bureau will comply with Wisconsin state law.

5.09 **Court Ordered Appearances**

Jury Duty: If an employee is called to jury duty, the employee will notify his or her supervisor as soon as possible. CCB will pay the employee his/her regular rate of pay for the time actually performing jury duty. The employee will remit any reimbursement for service to CCB in exchange for no interruption in pay. If an employee elects to keep the jury payment, the employee may use paid leave time to cover their time away from the workplace.

5.10 **Military Leave**

Catholic Charities Bureau will comply with state and federal laws for employees who are members of the United States Military Reserve and/or National Guard. The employee shall be granted an unpaid leave of absence. Employees may request any accrued personal leave or vacation pay.

5.11 **Hazardous Weather**

The office shall remain open and each employee is expected to report to work unless declared closed by the Executive Director or designee. An employee who cannot report for work because of inclement weather, when the office is open, will be given the option of requesting paid vacation, personal leave, or forfeiting pay during the day of absence. If the office is closed due to inclement weather employee will be paid as usual.

5.12 **Exempt Employee Absences**

No deduction will be made from the salary of an exempt employee for absences of less than one-half day.

MISCELLANEOUS

6.01 Media Inquiries and Publicity

The official spokesperson for CCB is the Executive Director. All media inquiries/publicity will be directed to The Executive Director or his authorized designee.

6.02 Employee Files / Changes in Personal Information

Catholic Charities will maintain up to date records for all employees. Employee files are the property of Catholic Charities. Upon a written request to one's supervisor an active employee will be permitted to review copied portions of his or her employee file, as required by law, within five business days of request submission.

All employees are responsible for notifying Human Resources of any changes in address, telephone number, or family status. This is important in case of emergency, and to ensure that payroll deductions are correct.

6.03 Medical Information

Medical information is not part of an employee's personnel file. Any personal information related to an individual's health care (or payment for health care) will not be disclosed except in the following limited circumstances:

- to the individual;
- pursuant to a signed, dated general consent form, in order to carry out treatment, payment or health care operations;
- if not for treatment, payment or health care operations, then pursuant to a signed, dated and narrowly crafted authorization; or
- to the government (state or federal) for purposes of public health, abuse/neglect investigation, fraud prevention, other required reports, governmental requirement or subpoena.

6.04 Privacy Act

The Wisconsin Privacy Act covers personally identifiable information, where the health care or financial data can be linked to a person's name, social security number, employee number, or other identifier. It's generally acceptable to disclose summarized data, which cannot be linked to any specific individual. But, the definition of "protected health information" includes any information, in any form (electronic or otherwise), created or received by a provider, health plan, insurer, or employer, that relates to past, present, or future health care or payments. Any such information, if it can be personally identified, falls under the domain of HIPPA (Health Insurance Privacy and Portability Act) and the Wisconsin Privacy Act.

6.05 Release of Information

Any release of personnel information must have written consent of the employee unless mandated by law.

6.06 Technology and Communication

Electronic communication devices represent any equipment or service used in the course of business. Such devices may include e-mail, voicemail and telephone systems, computers, and access to the Internet. Employees have no right of privacy regarding any information maintained in or on CCB property, or transmitted or stored through CCB property or leased services. Nothing employees enter, record, or receive via this system is private. This means that any message sent or received on the

CCB computer system or other technical resource is subject to investigation, search, and review solely at CCB's discretion, without prior notice. Electronic tracks or messages that have been deleted remain subject to review. CCB explicitly reserves the right to store and monitor at its discretion any such data. This data is discoverable in litigation.

Employees are provided technical resources to assist in the performance of their job. Employees may use these technical resources for occasional personal purposes. In no event will employees use the system in any manner that violates federal law, state law, or company policies. Resources may not be used to set up or generate personal business, or to transmit or introduce offensive, derogatory or harmful information to the system.

The system administrator must authorize all hardware and software systems as well as any changes in security including passwords. Installing or using unauthorized hardware or software may result in system incompatibility problems that can damage, overload or interfere with information systems. Employees may not move, repair, or reconfigure information systems without the prior approval of the Chief Financial Officer.

6.07 Civic and Services Opportunities

Through arrangements approved in advance by a supervisor, an employee may dedicate time during the working day to activities promoting the welfare of our community or the diocese through civic or service organizations. With the approval of the Executive Director resources of the corporation may be donated or contributed to the civic or service organization to advance the goals of that organization.

6.08 Political Organizations

No contributions of employee time during work hours, or agency fiscal resources, equipment or supplies may be made to any partisan political organization to advance any candidate for elective office or to advocate for any elective bond issue or other referendum.

6.09 Solicitation

Employees are requested to respect the privacy of fellow employees in soliciting contributions. At the discretion of executive staff any solicitation found to be disruptive will not be allowed.

6.10 Visitor Policy

All visitors are expected to register with the receptionist and remain in the reception area until an appointment can be secured with the party with whom they are interested in meeting.

6.11 Building Access and Keys

The office building at 1416 Cumming Avenue, Superior, Wisconsin is equipped with a security system to assure the safety and integrity of CCB employees, records, and equipment. Employees must maintain the confidentiality of the organization regarding the security system and other issues regarding access to buildings.

CCB maintains a parking area for the convenience of staff adjacent to the office building at 1416 Cumming Avenue. The parking area is secured with restricted access equipment that may require a coded card for entry. Spaces are provided in this parking lot for staff and visitors. Parking spaces for persons with disabilities are provided in front of and in the parking lot adjacent to 1416 Cumming Avenue.

Issuance of keys is the responsibility of the Chief Financial Officer (CFO). The CFO will maintain a master list indicating who has been issued keys. Upon termination of employment keys must be returned to the CFO.

6.12 **Use of CCB Equipment**

Use of CCB equipment or property for personal use is discouraged. The supervisor must grant prior permission for any use. The employee is responsible to reimburse CCB for all direct expenses. Unauthorized removal of CCB property constitutes misconduct.

6.13 **Automobile Usage for CCB Business**

All employees using personal or rental vehicles for CCB business must have proof that they possess a valid driver's license and have a minimum of \$100,000 liability coverage for each person; \$300,000 liability for each occurrence for bodily injury; and \$100,000 per occurrence for property damage. Accidents or vehicle damage, which occurs while employees are using their personal or rental vehicle for work-related functions, must be reported to their supervisor.

6.14 **Personal Use of Agency Resources**

Any personal use of agency resources shall be reimbursed to Catholic Charities Bureau for the cost incurred.

6.15 **Business Related Expense and Reimbursement**

All expenses must be related to the purpose and benefit of CCB. The reasonableness of business related expenses will be determined by spot check reviews of all vouchers by the Executive Director or designee, and periodic review of the Business Related Expense Policy by the CCB Board of Directors. The following business related expenses may be authorized:

1. Current approved IRS mileage rate for use of personal vehicle
 - The purpose of mileage reimbursement is to compensate employees for actual work-related travel expenses over and above the employee's normal personal expense to get to and from work. The supervisor may determine if mileage reimbursement or a rental vehicle will be utilized.
2. Auto Rental and Fuel
 - If utilizing a rental car under the agencies account employees will be reimbursed gas expenses upon presenting a receipt.
3. Cost of meals and gratuity
4. Lodging
5. Air Fare
6. Taxi/Shuttle and gratuity
7. Parking
8. Conference registration and fees
9. Other approved activities which may include:
 - Food, lodging, and/or other business related expenses provided for a non-agency staff member. Non-Agency staff is individuals or groups who are directly related to the conduct of the agency business such as, but not limited to, board members, volunteers, pastors of the community, collateral agency representatives, government agency representatives, representatives of vendor agencies.
 - Expenses incurred by supervisors on behalf of agency staff for business related expenses such as continuing education, staff meetings, and special events.
 - Materials or supplies for the use or benefit of the agency.
 - Fees, meals, and other expenses related to the approved participation in a civic or community group for the benefit of the agency.

Reimbursement:

1. Expenses incurred by employees must be submitted on an agency Business Expense Reimbursement Form.
2. Claims must include supporting documentation, including itemized receipts.
3. Claims must include an authorizing signature from the employee's supervisor.
4. Reimbursement requests should be submitted to supervisor.

SEPARATION OF EMPLOYMENT

7.01 Termination

When ending employment, final pay will be issued on the next regular payday and shall only include leave compensation for all earned vacation.

7.02 Resignation

Resignation is voluntary termination made by the employee for any reason. Notice must be given in writing to the Supervisor. Two to four weeks notice is generally acceptable depending on the position. At the option of the Supervisor immediate resignation may be accepted. An employee who fails to report to work for two (2) consecutive workdays (if able) without notifying his/her supervisor, or who fails to return on a scheduled date from a leave of absence, may be considered to have voluntarily terminated his/her employment.

7.03 Lay Off

A lay off may result from job elimination due to reorganization or financial consideration determined by management. Employees earning paid leave time will not accrue benefits during a period of lay-off.

7.04 Release of References

Formal or informal requests for references for present or previous employed persons shall be limited to their dates of employment and the positions they held unless a signed release is received. Management personnel only will provide references. The provision of a letter of reference is at the sole discretion of management.

Appendix

8.01

8.02 Procedure to File and Investigate Harassment

1. The complainant should immediately make it known to the respondent that the behavior is unwelcome and unacceptable and should notify a supervisor.
2. If the behavior continues, the complainant will report the incident to any supervisor who will attempt to resolve the issue.
3. If the issue has not been resolved, a formal written complaint may be filed by the complainant to any supervisor who will forward the complaint to the Executive Director his designee.
4. The Executive Director or his designee will review the complaint and may choose to hear testimony from complainant, respondent and witnesses if in his or her judgment additional information is required. This should be done confidentially and without procrastination.
5. The Executive Director or his designee will report findings within 7 business days and make recommendations for action to the respondent's immediate supervisor.
6. The immediate supervisor will notify the complainant and respondent of the Executive Director or his designee's findings.
7. The respondent and/or the complainant may appeal the actions taken by filing an appeal in writing to the Executive Director within five business days of notification of these actions who will then determine the process for resolution.

All information received will remain confidential to the extent possible consistent with a full and fair investigation.

8.03 **Absence Request**

CHATHOLIC CHARITIES BUREAU, INC.

Absence Request

NAME PLACE OF EMPLOYMENT DATE SUBMITTED

I request that I be granted a leave of absence from my place of work during the period indicated.

In accordance with CCB's Personnel Policies, this absence is classified as:

DATE(S) OF ABSENCE

Vacation with pay _____

Sick leave with pay _____

If other than personal illness please explain: _____

Funeral leave with pay _____

Relationship: _____

Personal leave hours with pay _____

Leave WITHOUT pay _____

Reason: _____

TOTAL NUMBER OF HRS/DAYS ABSENT: _____

TELEPHONE NUMBER AT WHICH YOU CAN BE REACHED: _____

EMPLOYEE SIGNATURE

Approved for _____ hours/days absence

Disapproved

SIGNATURE OF IMMEDIATE SUPERVISOR

DATE

8.04 **Incident Investigation Report**

Incident Investigation Report for Injuries

Complete this report for all incidents/injuries. (Also complete this report for near-miss incidents/injuries.) This report is for information only. All claims should be reported immediately to Paul Altmann, Claims/Risk Manager from Catholic Mutual Group at (715) 392-2937, or 1201 Hughitt Avenue, BOX 969, Superior, WI 54880. **Please read each question carefully, and answer all questions as completely as you can. Please do not leave any blanks, unless the question does not apply.**

Name of Agency: _____

Name of Injured Party: _____ **Phone:** _____

Complete address: _____

Names of Witnesses and their complete addresses and phone numbers:

Describe the Incident: (State what the individual was doing and all circumstances leading up to the incident. Try to reconstruct the chain of events leading up to the incident/injury. Be specific.)

Who was involved? _____

What took place? _____

When did it occur? Date _____ Hour of incident _____ AM PM

Where did it happen? _____

Why did it happen? _____

How did it happen? _____

Corrective Action:

1. In your opinion, was this incident preventable? Yes _____ No _____
2. If yes, state why. _____
3. What action have you taken or do you propose taking to prevent a similar incident from taking place? _____

Training:

Have you provided any training to prevent this incident? If not, describe training to be conducted.

Incident Investigation conducted by (list individuals involved): _____

Signature of individual in charge

Date report prepared